

# Interested?

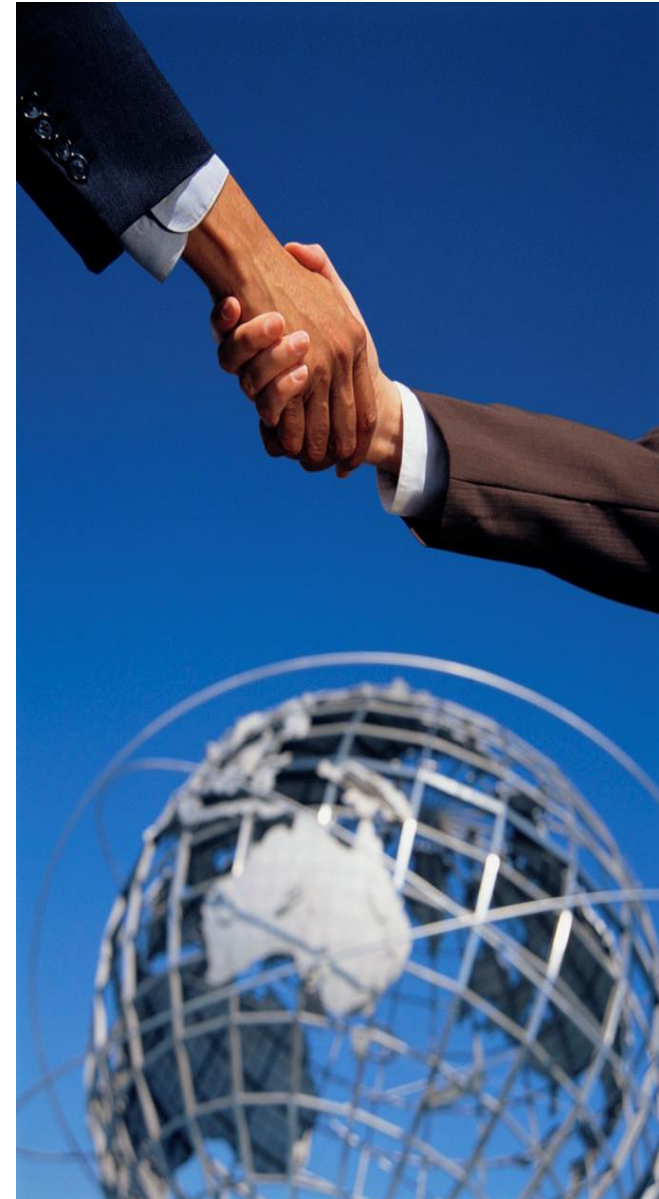
## *What is Conflict Resolution?*

*Conflict Resolution is an Alternative Dispute Resolution (ADR) technique that focuses on resolving workplace disputes through voluntary rather than involuntary means.*



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# Conflict Resolution



## Conflict Resolution Fact Sheet

### Did you know....

FACT: Conflict Resolution is a process that meets the needs of the parties. It's not complicated and it's fast. The normal time that it takes to participate in the process is 3-5 hours.

FACT: Conflict Resolution is voluntary. That means that a person can elect, rather than be forced to use this process. Therefore, all parties will participate in good faith.

FACT: The Conflict Resolution Facilitator who is in charge of this process is neutral. They do not take the side of management or the employee.

FACT: Conflict Resolution is confidential and private. That means that whatever is said in the meeting stays in the meeting.

FACT: Conflict Resolution has an 86% resolution rate as compared to traditional processes such as EEO complaints and Grievances.

FACT: Conflict Resolution can result in a written settlement that you determined works for you and the terms are not imposed by others.

FACT: Conflict Resolution is inexpensive. Compared to traditional processes, it can save time and money.

### EXAMPLES OF SCENARIOS FOR CONFLICT RESOLUTION



An employee has a dispute with his or her manager, supervisor or someone in the chain of command; or

An employee has a dispute with a peer in his or her office, or from another office;  
or

A supervisor or manager has a dispute with an employee

### GOAL OF CONFLICT RESOLUTION — WRITTEN SETTLEMENT DEVELOPED BY THE PARTIES

